

CITY OF LIVINGSTON

POSITION DESCRIPTION

POSITION: Public Safety Communication Officer

DEPARTMENT: 911 Communications

ACCOUNTABLE TO: Communications Coordinator

SUMMARY OF WORK: Performs duties of dispatcher at Central 911 dispatch Center. Logs and researches information on CJIN computer. Answers administration lines, emergency lines and radio channels. Receives walk in citizen complaints. Performs clerical duties for the Police Department and Court in the maintenance of logs, cards, files, evidence, and computer information. Types and prepares reports for the department.

JOB CHARACTERISTICS:

Nature of Work: This position performs technical duties of receiving and relaying information in a rapid, precise manner that could have substantial consequences if done incorrectly. Occasionally works outside normal hours to cover a shift. Job may entail working under highly stressful circumstances. May come in contact with communicable diseases from the public and officers. Relays sensitive information and adheres to standards of confidentiality.
Maintains accurate records.

Personal Contacts: Continual contact with the public by phone and in person. Daily contact with fellow employees and other agencies.

Supervision Received: Supervision and instructions as needed from the Supervising Dispatcher.

Essential Functions: Position requires ability to communicate orally and in writing; hear well even with static; speak clearly and concisely; record information; operate dispatch equipment; operate a computer and other office machines.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE: Performs dispatch duties for Police, Sheriff, Montana Highway Patrol, Livingston Ambulance, Paradise Valley Ambulance, Coroners, 8 Fire Departments, Wreckers, City, State, and County Public Services, DES, Animal Control and any other emergency services providers.

- Closely monitors all calls to insure security and safety of all responding personnel.
- Answers the telephones, radio and dispatches to proper agencies; monitors the NAWAS phone line.
- Logs all phone calls and radio transmissions.
- Types complaint reports, search warrants and officer reports. Performs clerical and receptionist duties.
- Logs tickets, warrants, summons, dispositions, etc. into docket book and computer.
- Logs use of keys.
- Keeps track of all alarms, lost/found, and police activity for monthly reports. Maintains juvenile check list.
- Maintains DUI tapes log.
- Processes fingerprint cards; types information, mails to state, and maintains local files.
- Runs registrations on all parking tickets.
- Runs Brady Bill checks for Police and Sheriff's department.
- Searches computer for stolen status of items; runs stolen record check on every gun.
- Performs all computer work of the Police Department and Sheriff's Office on the CJIN state computer.
- Performs extensive criminal history checks for officers, judges, attorneys, and parole and probation for sentencing/investigation purposes.

- Obtains information for court dispositions and sends to state; maintains local files.
- Closes investigative files.
- Collects bond money for all courts and distributes to them. Receipts all money.
- Prepares weekly report on Drunk Driver Program. Completes yearly reports.
- Attends required meetings for the Department. Performs other related duties as required.

JOB REQUIREMENTS:

Knowledge: This position requires a knowledge of emergency services dispatch procedures; city ordinances and state laws; knowledge of available emergency services and agencies within the county; knowledge of the CJIN computer system and how to research on it. Knowledge of record keeping.

Skills: This position requires skills in operating dispatch equipment including 911 recorder and computers; skills in typing and clerical duties.

Abilities: This position requires the ability to: communicate orally and in writing; perform several duties at a time; remain calm in stressful circumstances; maintain confidentiality; relay messages quickly and accurately; hear with static; speak clearly; prioritize and monitor emergencies; maintain accurate logs and records; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors, and the public.

EDUCATION AND EXPERIENCE:

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

- A High School diploma.
- One or more years service as a police/emergency services dispatcher preferred.
- Must complete Public Safety Communicators Officer training through MLEA.
- Must attain CJIN level 11 and Criminal History after employment.
- Emergency medical training helpful.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Performs assigned duties.
- Effectively performs dispatch duties for law enforcement and emergency services.
- Capably logs all information, tickets, warrants, summons, dispositions, etc. into docket book and computer.
- Effectively operates computer for record maintenance, reports, and research.
- Capably performs extensive criminal history checks for officers, attorneys, and parole and probation for sentencing/investigation purposes.
- Demonstrates ability to handle several tasks at once and remains calm. Maintains confidentiality of sensitive information.
- Maintains accurate and timely records.
- Prepares and submits accurate and timely reports. Deals tactfully and courteously with the public.
- Observes work hours.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.

DISPATCHER I

Receives telephone calls and other messages requiring primarily emergency type of assistance and transmits such requests for service to the appropriate personnel; performs dispatch services for several agencies in addition to the City and County; uses standard operating procedures in transmitting, receiving and making a record of radio and telephone messages; closely monitors all dispatched calls to insure the security and safety of responding personnel; maintain location and status information on all mobile units; maintain radio logs of activities; performs clerical duties for police department; performs related duties as assigned.

Operates network computer system and word processing computer (2 separate machines), monitors alarms for homes and businesses, and security cameras; work requires the immediate determination regarding the sequence of events for each type of call received; frequently handles information dealing with life and death situations; uses clerical equipment requiring normal servicing; may receive moderate amount of money in cash and checks; processes information which is generally confidential; position requires substantial contact with the public and fellow employees; duties are performed in surroundings where undesirable physical conditions and hazards are generally controllable; duties require limited movement.

DISPATCHER II

Is the same as DISPATCHER I except required to have a minimum of five uninterrupted years of service as a police or emergency services dispatcher within the immediate past six years. Also must have the Advanced Dispatcher Certificate.